

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 1114

TITLE: DIRECTOR, DEPARTMENT OF CABLE COMMUNICATIONS AND CONSUMER PROTECTION

GRADE: E-09

DEFINITION:

Under general direction to plan, organize, direct and manage the work of the Department of Cable Communications and Consumer Protection; and to perform related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

Not applicable.

ILLUSTRATIVE DUTIES:

Exercises managerial policy and program control over all department matters through subordinate division directors;

Assures that official actions of the Board of Supervisors are correctly interpreted and implemented into work activities of the department;

Studies emerging telecommunications technologies and evaluates the impact of these technologies on the County government, citizens, and businesses;

Ascertains community needs and interests for current and future services such as video programming, voice and data communications, and interactive telecommunications;

Administers the development of services identified in the Communications Act of 1934, as amended, that impact the County government, citizens, and businesses;

Plans, organizes and administers commercial telecommunications policy development that encourages the most diverse and highest quality service offerings at the least cost to citizens and businesses within the County, while creating and maintaining a level playing field among competing service providers, as mandated by the Virginia Code;

Enforces and interprets Federal, Virginia, and County Codes applicable to all aspects of commercial telecommunications operations;

Serves as the County's Communications Administrator and administers the County's cable franchises, including financial review of grants, compliance with federal, state, and local laws, technical performance, and consumer complaints;

Plans, organizes and directs the provision of video production services for existing and new communication technologies, including informational programming for County citizens and internal communications and training programming for County employees;

Administers a program of annual evaluations of requests from all County agencies for video production services and equipment and makes recommendations to the County Executive for appropriate funding;

Plans, organizes and directs the program that assists citizens with problems encountered in consumer-business and tenant-landlord relations, provides enforcement of consumer protection statutes, and provides professional guidance to community and homeowners associations;

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Administers a licensing program which regulates taxicab companies and drivers, solicitors, peddlers, massage therapists, pawn brokers and precious metals dealers in Fairfax County; Directs the monitoring of consumer complaint trends and initiates studies and agency activities to remedy the source of such problems;

Enforces and interprets Federal and Virginia Codes applicable to all aspects of consumer protection;

Plans, organizes and directs a program that obtains high quality utility services at the lowest rates and charges and prepares utility rate and service case testimony for presentation to the Virginia State Corporation Commission and federal regulatory agencies;

Coordinates with DIT to plan and manage the County's utilization of the institutional network, including data, voice, and video transmission requirements of user agencies;

Administers the program for receipt, distribution and mailing of all mail to and from all County government agencies, as well as, the sale of historical documents, publications and commemorative gifts;

Administers the program for design, layout and printing of all documents printed for the Fairfax County Government and the Fairfax County Public Schools;

Administers the program that manages storage, retrieval, and microfilm/microfiche services for all County archival records;

Administers the program that provides multi-functional equipment to all County agencies to provide copying, printing, scanning and faxing services;

Plans and directs the annual preparation of legislative proposals for presentation to citizen advisory commissions, the Board of Supervisors, the Virginia General Assembly, and the United States Congress;

Serves as executive director of citizen advisory groups including the Consumer Protection Commission and the Tenant-Landlord Commission;

Evaluates the work of the directors of four subordinate divisions;

Oversees the preparation of the Department's budget submission;

Directs the preparation of special studies and reports dealing with the activities of the Department;

Represents agency before legislative and judicial bodies, national consumer and telecommunications organizations, news media, and community groups.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of the principles, methods and problems of large organization management;

Knowledge of processes of legislative and regulatory government bodies, and ability to represent the DCCCP in such forums;

Skill and ability to provide leadership and direction for issues affecting the telecommunications industry and an understanding of the local and federal laws and regulations governing that industry;

Skill and ability to provide leadership and direction for consumer protection issues and an understanding of consumer protection laws and/or local law enforcement processes;

Skill and ability to provide leadership and direction of an advanced communications production

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facility;

Skill and ability to provide leadership and direction to a diverse document services support organization;

Ability to prepare clear, concise reports;

Ability to supervise and coordinate the work of subordinate division directors and other professionals;

Ability to maintain effective relationships with the public, and other County, State and Federal agencies.

EMPLOYMENT STANDARDS:

Graduation from an accredited four-year college or university; PLUS

Five years of progressively responsible management experience in telecommunications, consumer protection, or other fields directly related to the Department's core functions.

CERTIFICATES AND LICENSES REQUIRED:

None

REVISED:

July 19, 2002